

NEVADA GAMING CONTROL BOARD

INSTRUCTIONS TO APPLICANTS REQUESTING A FINDING OF SUITABILITY AS AN OPERATOR OF A CALL CENTER

A LICENSED NEVADA PARI-MUTUEL RACE BOOK SHALL NOT UTILIZE AN OPERATOR OF A CALL CENTER UNLESS THE OPERATOR OF THE CALL CENTER HAS BEEN FOUND SUITABLE BY THE NEVADA GAMING COMMISSION. THE FOLLOWING FORMS AND ITEMS MUST BE SUBMITTED TO THE NEVADA GAMING CONTROL BOARD WHEN APPLYING FOR FINDING OF SUITABILITY AS AN OPERATOR OF A CALL CENTER:

OPERATOR OF A CALL CENTER

A person who, as an agent of a licensed Nevada pari-mutuel race book, engages in the business of operating a call center system as a means of providing patron services to assist a patron located in a state or foreign jurisdiction where such wagering is legal, to convey pari-mutuel horse race wagering instructions to one or more licensed Nevada pari-mutuel race books.

All forms can be found on our website at gaming.nv.gov :

1. An application requesting a finding of suitability as an Operator of a Call Center:
 - (a) Form 1 is to be submitted by individual applicants.
 - (b) Form 2 is to be submitted by corporations, partnerships, and limited liability companies.
2. Form 4, Personal History Record: To be filed by each applicant, including corporate officers, directors, members, or equity holders.
3. Form 28 Fingerprint Receipt: Complete Form 28 and take it to any certified fingerprinting facility. Fingerprints will be taken electronically. Ensure the printing facility signs and dates the form. Applicants must submit a completed Form 28 with their application package. In the event electronic fingerprinting is not available three completed fingerprint cards for each individual applicant must be submitted. Due to the FBI's chain of custody requirements, the completed fingerprint cards must be mailed by the certified printing facility directly to the Nevada Gaming Control Board, Attn: Applicant Services, 1919 College Parkway, Carson City, NV 89706.
4. Form 28A, Fingerprint Civil Applicant Waiver. Applicants must submit a completed Form 28A with their application package. To be filed by each individual required to be licensed or found suitable.
5. Form 10, Affidavit of Full Disclosure: To be filed by each individual required to be licensed or to be found suitable.
6. Form 17, Release and Indemnity of All Claims: To be filed by each individual required to be licensed or found suitable.
7. Form 18, Request to Release Information: To be filed by each individual required to be licensed or found suitable. If the applicant is married, the applicant's spouse must also sign this form.
8. A copy of a deed, lease, sublease, or other document evidencing the right of the applicant to occupy the premises where the Call Center will operate.
9. A check or money order in the amount of \$500 per applicant or entity, to cover the application fee. Checks are to be made payable to the Nevada Gaming Control Board.

Costs of investigation will be charged as provided by statute and regulation. The total cost of the investigation is to be borne by the applicant. This cost includes all transportation, food and lodging; plus an hourly charge for the time expended by the agent or agents assigned to the application. Before the investigation can begin the applicant must provide a deposit in an amount equal to the total estimated expenses, including the hourly charges. Hourly expenses will be charged for travel time and for the time expended while agents are engaged in the investigation process.

10. Copies of the following:
 - (a) Organizational chart
 - (b) Equipment contract
 - (c) Sports information service contract
 - (d) Disseminator contract

11. Submit a listing of the Call Center supervisory personnel meeting the requirements of Regulation 26C.040(1), including information outlined in Regulation 26C.040(1)(a-g) for each employee.
12. An associated equipment reporting form.

NOTICE
AN APPLICATION MAY NOT BE WITHDRAWN WITHOUT THE
PERMISSION OF THE NEVADA GAMING CONTROL BOARD